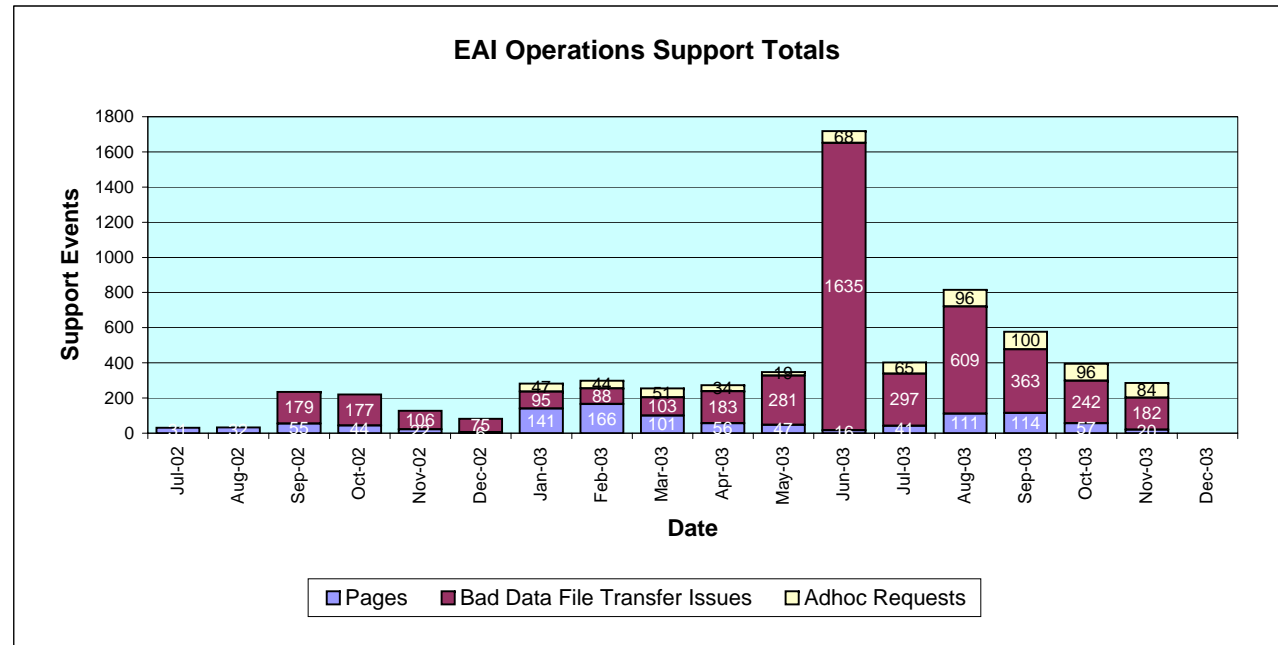


EAI Operations Support Summary - November 2003

	Pages	Bad Data File Transfer Issues	Adhoc Requests	Total
Jul-02	31			31
Aug-02	32			32
Sep-02	55	179		234
Oct-02	44	177		221
Nov-02	22	106		128
Dec-02	6	75		81
Jan-03	141	95	47	283
Feb-03	166	88	44	298
Mar-03	101	103	51	255
Apr-03	56	183	34	273
May-03	47	281	19	347
Jun-03	16	1635	68	1719
Jul-03	41	297	65	403
Aug-03	111	609	96	816
Sep-03	114	363	100	577
Oct-03	57	242	96	395
Nov-03	20	182	84	286
Dec-03				



Support Pages (Normal vs. After hours)

Normal Working Hours (9AM - 6PM)	8	40%
After Hours	12	60%
Weekday	6	
Weekend	6	
	20	100%

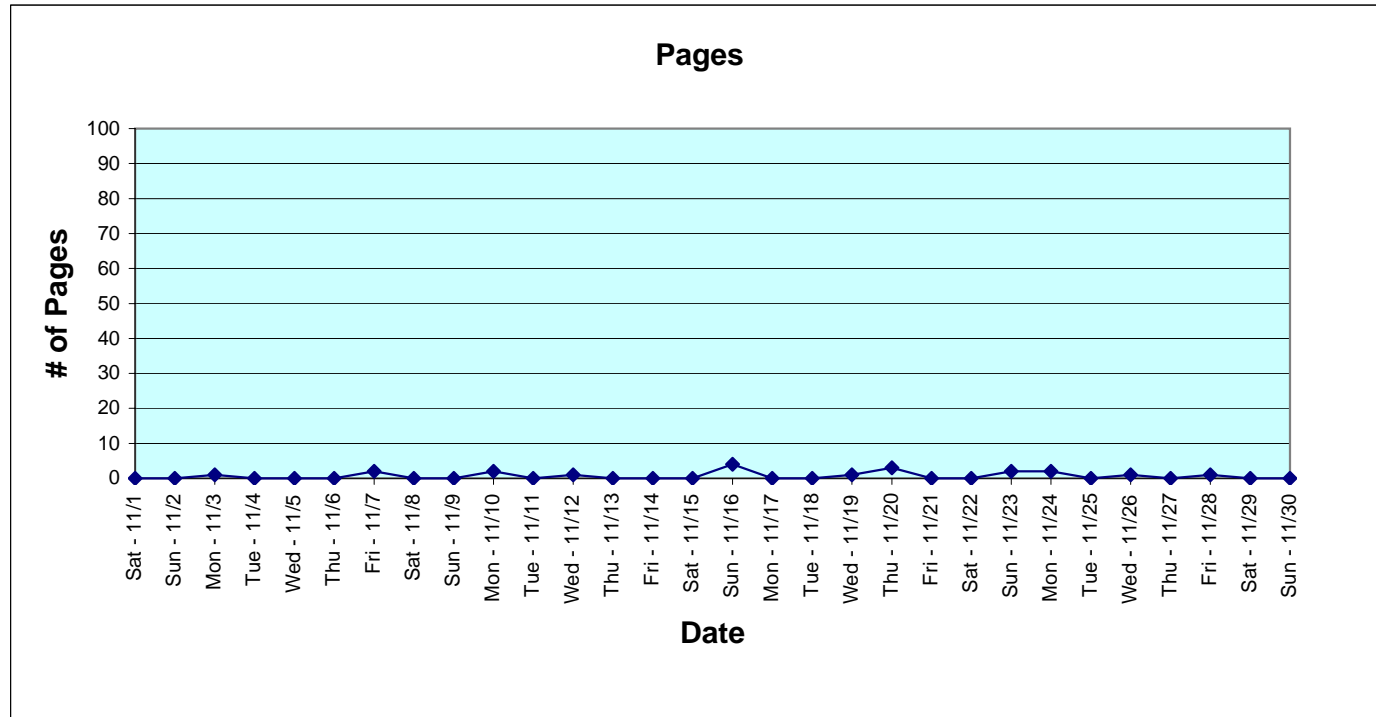
Support Events Escalated to EAI Team

MQMON Pages	1
Other	4
	5

EAI Tier I support was transitioned to the VDC AIS group. MQMON was changed to page out the AIS group for all MQMON alerts. The AIS will escalate issues to the the EAI team. This metric report is inclusive of all MQMON alerts to demostrate the stability of the EAI architecture and to provide insights into recurring issues.

EAI Operations Support Summary - November 2003
Support Pages

Nov-03		
11/01/03		0
11/02/03		0
11/03/03		1
11/04/03		0
11/05/03		0
11/06/03		0
11/07/03		2
11/08/03		0
11/09/03		0
11/10/03		2
11/11/03		0
11/12/03		1
11/13/03		0
11/14/03		0
11/15/03		0
11/16/03		4
11/17/03		0
11/18/03		0
11/19/03		1
11/20/03		3
11/21/03		0
11/22/03		0
11/23/03		2
11/24/03		2
11/25/03		0
11/26/03		1
11/27/03		0
11/28/03		1
11/29/03		0
11/30/03		0
		20

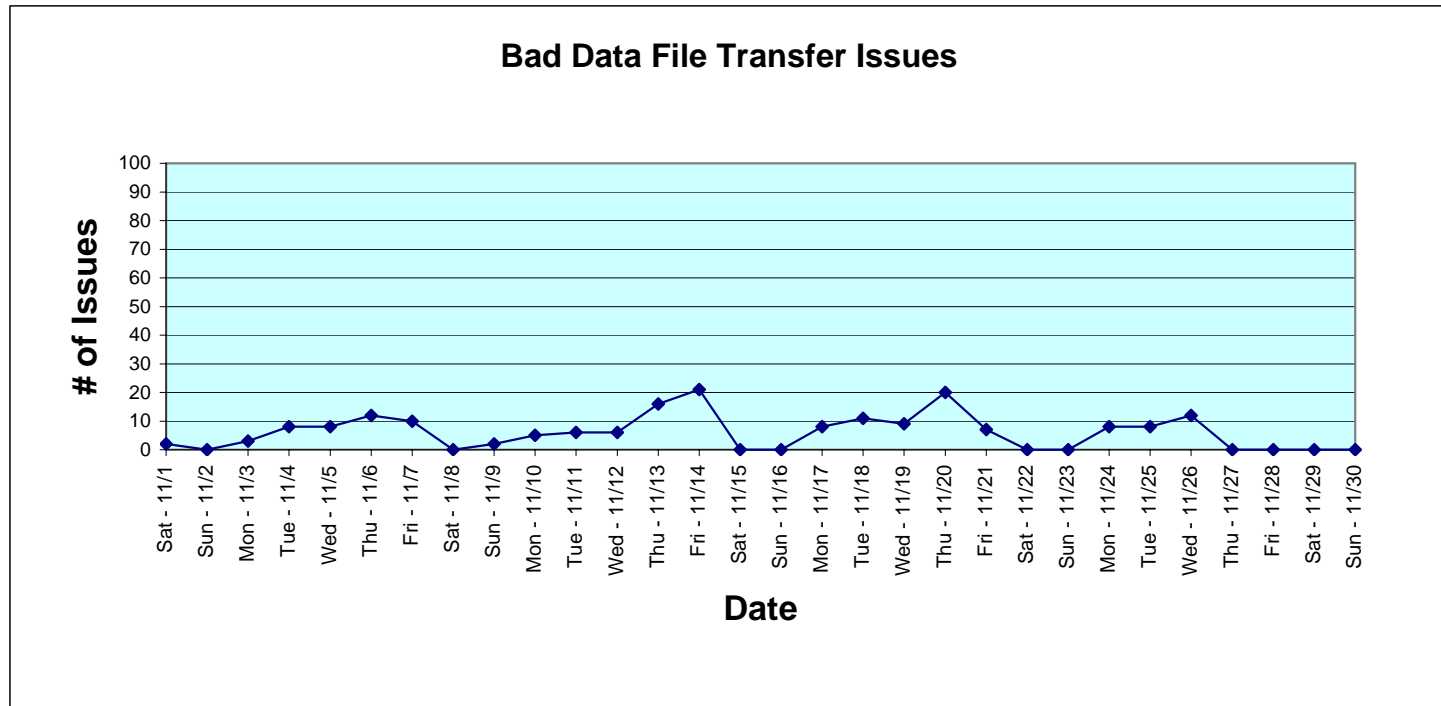


Count of QMgr	Queue											
QMGr	EAIPOOL	MQMONF	SYSTEM.CLUSTER.TRANSMIT.QUEUE	SYSTEM.DEAD.LETTER.QUEUE	CPP1.CICSPRD2.DPL.BRIDGE.2	PD0Q.B	EAIIP1	CPT1.DEAD.QUEUE	FAFSAP7.MQ.TESTDATA	NPP1.DEFXMIT.QUEUE	Grand Total	Percentage
CPT1								2			2	10%
FAFSAP7									1		1	5%
NPP1										1	1	5%
WASP1							2				2	10%
CPP1			2		1						3	15%
DMP1	5										5	25%
EAIIP1						2					2	10%
EAIIP2		1									1	5%
FAFSAP2				1							1	5%
FAFSAP5			2								2	10%
Grand Total	5	1	4	1	1	2	2	2	1	1	20	100%
Percentage	25%	5%	20%	5%	5%	10%	10%	10%	5%	5%	100%	

Count of QMgr	Error						
	STALLED XMITQ	SERVICE LEVEL EXCEEDED	STALLED XMITQ		EAIIP2 MONITOR NOT REPORTING	Grand Total	Percentage
QMGr							
CPT1		2				2	10%
FAFSAP7		1				1	5%
NPP1	1					1	5%
WASP1	2					2	10%
CPP1		1	2			3	15%
DMP1		5				5	25%
EAIIP1			2			2	10%
EAIIP2					1	1	5%
FAFSAP2				1		1	5%
FAFSAP5			2			2	10%
Grand Total	3	9	6	1	1	20	100%
Percentage	15%	45%	30%	5%	5%	100%	

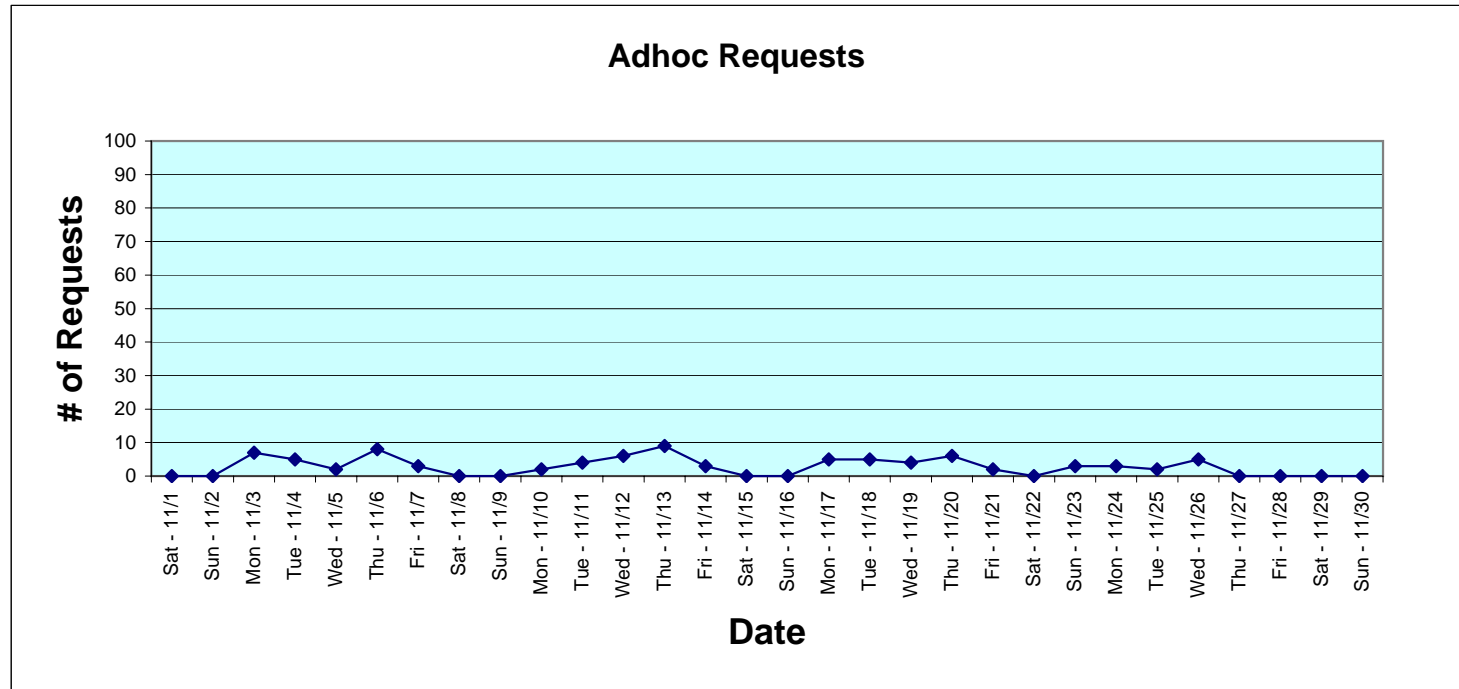
EAI Operations Support - November 2003
Bad Data File Transfer Issues

Nov-03		
11/01/03	2	
11/02/03	0	
11/03/03	3	
11/04/03	8	
11/05/03	8	
11/06/03	12	
11/07/03	10	
11/08/03	0	
11/09/03	2	
11/10/03	5	
11/11/03	6	
11/12/03	6	
11/13/03	16	
11/14/03	21	
11/15/03	0	
11/16/03	0	
11/17/03	8	
11/18/03	11	
11/19/03	9	
11/20/03	20	
11/21/03	7	
11/22/03	0	
11/23/03	0	
11/24/03	8	
11/25/03	8	
11/26/03	12	
11/27/03	0	
11/28/03	0	
11/29/03	0	
11/30/03	0	
	182	



EAI Operations Support Summary - November 2003
Adhoc Requests

Nov-03		
11/01/03		0
11/02/03		0
11/03/03		7
11/04/03		5
11/05/03		2
11/06/03		8
11/07/03		3
11/08/03		0
11/09/03		0
11/10/03		2
11/11/03		4
11/12/03		6
11/13/03		9
11/14/03		3
11/15/03		0
11/16/03		0
11/17/03		5
11/18/03		5
11/19/03		4
11/20/03		6
11/21/03		2
11/22/03		0
11/23/03		3
11/24/03		3
11/25/03		2
11/26/03		5
11/27/03		0
11/28/03		0
11/29/03		0
11/30/03		0
		84



Count of		
Issue/Request	Input Type	Total
Email		78
Page		4
Phone		2
Grand Total		84

Count of	Env't
Application / Interface	Prod
COD/SAIG	79
COD/FMS	1
SAIG	3
EAI Bus Server	1
Grand Total	84

Count of	Category	
Issue/Request	Category	Total
Inquiry		79
Tier II		5
Grand Total		84

Date	Date Time	Weekday	Hour Number	Count	Host
11/3/2003	11/3/2003 8:41:31 PM	2	20	1	SU35E9I
11/7/2003	11/7/2003 11:40:31 AM	6	11	1	CPSP
11/7/2003	11/7/2003 12:00:31 PM	6	12	1	CPSP
11/10/2003	11/10/2003 4:50:31 PM	2	16	1	HPN4
11/10/2003	11/10/2003 8:51:31 PM	2	20	1	SU35E9I
11/12/2003	11/12/2003 10:50:31 AM	4	10	1	NSLP
11/16/2003	11/16/2003 1:03:31 AM	1	1	1	HPN7
11/16/2003	11/16/2003 2:50:31 AM	1	2	1	SU35E14I
11/16/2003	11/16/2003 3:30:31 AM	1	3	1	SU35E14I
11/16/2003	11/16/2003 12:30:31 PM	1	12	1	SU35E18I
11/19/2003	11/19/2003 9:10:31 PM	4	21	1	SU35E18I
11/20/2003	11/20/2003 7:50:31 AM	5	7	1	CPSP
11/20/2003	11/20/2003 3:52:31 PM	5	15	1	CPSP
11/20/2003	11/20/2003 5:30:31 PM	5	17	1	HPN7
11/23/2003	11/23/2003 4:20:31 PM	1	16	1	CPSP
11/23/2003	11/23/2003 4:20:31 PM	1	16	1	SU35E18I
11/24/2003	11/24/2003 9:44:31 AM	2	9	1	HPN15
11/24/2003	11/24/2003 11:20:31 PM	2	23	1	SU35E18I
11/26/2003	11/26/2003 12:45:32 PM	4	12	1	SU35E3
11/28/2003	11/28/2003 7:30:32 PM	6	19	1	SU35E18I

QMgr	Queue	Curr Depth
WASP1	EAIP1	6
CPT1	CPT1.DEAD.QUEUE	1
CPT1	CPT1.DEAD.QUEUE	1
FAFSAP7	FAFSAP7.MQ.TESTDATA	1
WASP1	EAIP1	10
NPP1	NPP1.DEFXMIT.QUEUE	1
FAFSAP5	SYSTEM.CLUSTER.TRANSMIT.QUEUE	1
EAIP1	PD0Q.B	5
EAIP1	PD0Q.B	1
DMP1	EAIPPOOL	142
DMP1	EAIPPOOL	332
CPP1	CPP1.CICSPRD2.DPL.BRIDGE.2	36
CPP1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	13
FAFSAP5	SYSTEM.CLUSTER.TRANSMIT.QUEUE	11
CPP1	SYSTEM.CLUSTER.TRANSMIT.QUEUE	2
DMP1	EAIPPOOL	778
FAFSAP2	SYSTEM.DEAD.LETTER.QUEUE	1
DMP1	EAIPPOOL	496
EAIP2	MQMONF	
DMP1	EAIPPOOL	180

Error

STALLED XMITQ
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
SERVICE LEVEL EXCEEDED
STALLED XMITQ
STALLED XMITQ
STALLED XMITQ
SERVICE LEVEL EXCEEDED

SERVICE LEVEL EXCEEDED
EAIP2 MONITOR NOT REPORTING
SERVICE LEVEL EXCEEDED

1-Nov	2
2-Nov	0
3-Nov	3
4-Nov	8
5-Nov	8
6-Nov	12
7-Nov	10
8-Nov	0
9-Nov	2
10-Nov	5
11-Nov	6
12-Nov	6
13-Nov	16
14-Nov	21
15-Nov	0
16-Nov	0
17-Nov	8
18-Nov	11
19-Nov	9
20-Nov	20
21-Nov	7
22-Nov	0
23-Nov	0
24-Nov	8
25-Nov	8
26-Nov	12
27-Nov	0
28-Nov	0
29-Nov	0
30-Nov	0

Issue/Request Date	Issue/Request Input Type	Issue/Request Category	Application / Interface	Envt
11/3/2003	Email	Inquiry	COD/FMS	Prod
11/3/2003	Email	Inquiry	COD/SAIG	Prod
11/3/2003	Email	Inquiry	COD/SAIG	Prod
11/3/2003	Email	Inquiry	COD/SAIG	Prod
11/3/2003	Email	Inquiry	COD/SAIG	Prod
11/3/2003	Email	Inquiry	COD/SAIG	Prod
11/3/2003	Email	Inquiry	COD/SAIG	Prod
11/4/2003	Email	Inquiry	COD/SAIG	Prod
11/4/2003	Email	Inquiry	COD/SAIG	Prod
11/4/2003	Email	Inquiry	COD/SAIG	Prod

11/4/2003	Email	Inquiry	COD/SAIG	Prod
11/4/2003	Email	Inquiry	COD/SAIG	Prod
11/5/2003	Email	Inquiry	COD/SAIG	Prod
11/5/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod

11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/6/2003	Email	Inquiry	COD/SAIG	Prod
11/7/2003	Email	Inquiry	COD/SAIG	Prod
11/7/2003	Email	Inquiry	COD/SAIG	Prod
11/7/2003	Email	Inquiry	COD/SAIG	Prod
11/10/2003	Email	Inquiry	COD/SAIG	Prod
11/10/2003	Email	Inquiry	COD/SAIG	Prod

11/11/2003	Email	Inquiry	COD/SAIG	Prod
11/11/2003	Email	Inquiry	COD/SAIG	Prod
11/11/2003	Email	Inquiry	COD/SAIG	Prod
11/11/2003	Email	Inquiry	COD/SAIG	Prod
11/12/2003	Email	Inquiry	COD/SAIG	Prod
11/12/2003	Email	Inquiry	COD/SAIG	Prod
11/12/2003	Email	Inquiry	COD/SAIG	Prod
11/12/2003	Email	Inquiry	COD/SAIG	Prod

11/12/2003	Email	Inquiry	COD/SAIG	Prod
11/12/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/13/2003	Email	Inquiry	COD/SAIG	Prod
11/14/2003	Email	Inquiry	COD/SAIG	Prod

11/18/2003	Email	Inquiry	COD/SAIG	Prod
11/18/2003	Email	Inquiry	COD/SAIG	Prod
11/18/2003	Email	Inquiry	COD/SAIG	Prod
11/18/2003	Email	Inquiry	COD/SAIG	Prod
11/18/2003	Email	Inquiry	COD/SAIG	Prod
11/19/2003	Email	Inquiry	COD/SAIG	Prod
11/19/2003	Email	Inquiry	COD/SAIG	Prod
11/19/2003	Email	Inquiry	COD/SAIG	Prod
11/19/2003	Email	Inquiry	COD/SAIG	Prod
11/20/2003	Email	Inquiry	COD/SAIG	Prod

11/20/2003	Email	Inquiry	COD/SAIG	Prod
11/20/2003	Email	Inquiry	COD/SAIG	Prod
11/20/2003	Email	Inquiry	COD/SAIG	Prod
11/20/2003	Email	Inquiry	COD/SAIG	Prod
11/20/2003	Email	Inquiry	COD/SAIG	Prod
11/21/2003	Email	Inquiry	COD/SAIG	Prod
11/21/2003	Phone	Inquiry	COD/SAIG	Prod
11/23/2003	Page	Tier II	SAIG	Prod

11/23/2003	Page	Tier II	SAIG	Prod
11/23/2003	Page	Tier II	SAIG	Prod
11/24/2003	Email	Inquiry	COD/SAIG	Prod
11/24/2003	Email	Inquiry	COD/SAIG	Prod
11/24/2003	Email	Inquiry	COD/SAIG	Prod
11/25/2003	Email	Inquiry	COD/SAIG	Prod
11/25/2003	Email	Inquiry	COD/SAIG	Prod
11/26/2003	Email	Inquiry	COD/SAIG	Prod
11/26/2003	Email	Inquiry	COD/SAIG	Prod
11/26/2003	Email	Inquiry	COD/SAIG	Prod
11/26/2003	Page	Tier II	EAI Bus Server	Prod
11/26/2003	Phone	Tier II	COD/SAIG	Prod

Priority	Term	Requestor	Tech Arch Responsible
Medium		Zeke Billingslea	Mike Krueger
Medium		Brenda Taylor	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee

Medium		Tammy Pavich	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Candace Hout	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Michelle Stinis	Paul Lee
Medium		Brenda Taylor	Paul Lee

Medium		Tammy Pavich	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Michelle Stinis	Paul Lee
Medium		Candace Hout	Paul Lee
Medium		Tammy Pavich	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Stephani Green	Paul Lee

Medium		Kristina Rodrigues	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Paul Sampugnaro	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Brenda Taylor	Paul Lee

Medium		Paul Sampugnaro	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Paul Sampugnaro	Paul Lee
Medium		Candace Hout	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Candace Hout	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Paul Sampugnaro	Paul Lee
Medium		Sheri Nicoletti	Paul Lee
Medium		Paul Sampugnaro	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Sheri Nicoletti	Paul Lee

High		Andrenette Moore	Paul Lee
High		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Sheri Nicoletti	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee

Medium		Jacki e Printup	Paul Lee
Medium		Brenda Taylor	Paul Lee
Medium		Paul Sampugnaro	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Paul Sampugnaro	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Jacki e Printup	Paul Lee

Medium		Stephani Green	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Tammy Pavich	Paul Lee
Medium		Stephani Green	Paul Lee
Medium		Stephani Green Andrenette Moore	Paul Lee
Medium			Paul Lee

Medium			Paul Lee
Medium			Paul Lee
Medium		Michelle Stinis	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Ernest Hy	Paul Lee
Medium		Kristina Rodrigues	Paul Lee
Medium		Andrenette Moore	Paul Lee
Medium		Andrenette Moore	Paul Lee
High		VDC	Theresa Pak
High		Larry Knox	Patrick Volpe

Issue/Request Description	~Close Date
<p>Can you check to see if this RF transaction rejected at the EAI Bus?</p> <p>2002 Pell RF F000532627 - \$587.50</p>	11/3/2003
<p>Please send the pre BUS response (input file) for the following batch.</p> <p>#H3G0212620031027163733 Mailbox: TG50938 Message Class: DESD03IN</p> <p>Date Received: 2003-10-27 04:40:41 PM</p>	11/3/2003
<p>Could you please send me the files for 2003-08-11T11:09:37.7036285219 TG56911 or TG59672 COMRECIN and COMRECOP and 2003-09-26T13:31:30.5643602833 TG66840 or TG66838 COMRECIN and COMRECOP?</p>	11/3/2003
<p>Could you please send the COMRECIN file for this batch? 2003-09-12T13:07:52.8085598864 TG50362 COMRECOP? - 32851</p>	11/3/2003
<p>Could you please send me the input and output file for 2003-10-27T17:10:52.9337964263 TG51601 COMRECIN and COMRECOP?</p>	11/3/2003
<p>Could you please send me the COMRECOP file for 2003-10-28T15:14:30.0000000001 TG87221?</p>	11/3/2003
<p>Can you please forward the pre BUS response (input file) for the following batch?</p> <p>Doc ID: #E4G0105520031007213332 Mailbox: TG53228 Message Class: DESC04IN Date/Time Received: 2003-10-07 09:34:23 AM</p>	11/3/2003
<p>Can you please provide the input file for the doc id below? Thanks</p> <p>Doc ID: 2003-11-03T16:00:40.9590228201 Mailbox: TG51778 Message Class: COMRECIN Date/Time Received 2003-11-03 07:03:14 PM</p>	11/4/2003
<p>Could you please send the file for 2003-10-22T14:16:30.8459476396 TG50170 COMRECIN and COMRECOP? - 36944</p>	11/4/2003
<p>Could you send me the output file for #G200300272920030301000452 and #G200300272920030222000525 TG50893 COMRECOP? - 36924</p> <p>These were resent to the school 11/3/03</p>	11/4/2003

Can you please forward me the input file for the following Batch Id? Mailbox ID: TG51050 Batch ID: #H3G1293020031013045300 Processed Date: 10/13/2003 Message Class: DESD03IN	11/4/2003
Can you please send the input file for the doc id below? Doc ID: #E4G0167420031031010439 Mailbox: TG51301 Message Class: DESC04IN Date/Time Received: 2003-10-31 09:50:21 AM	11/4/2003
Can you send the output file for the following doc id? 2003-10-30T15:01:11.0000000001 Mailbox: TG52472 Message Class: COMRECOP Date/Time Recieved: 2003-10-30 03:04:08 PM	11/5/2003
Could you send me the output files? TG50698 Batch Id 2003-10-24T11:59:09.7445349505 Date submitted 10/24 COMRECOP Batch ID 2003-10-29T00:24:01.0000000001 TG87221 Batch was sent to the school 10-29-2003 COMRECOP	11/5/2003
Requesting COMRECIN Cornell University 2003-11-04T15:53:45.0585155799 TG50183 Thanks,	11/6/2003
Could you send the input file for doc id 2003-10-04T19:34:40.0004381293? Message class COMRECIN Mailbox TG64504	11/6/2003
#O200400196820031029231650 PGOA03OP TG53090 Processed on 10/30/03	11/6/2003
Please send the output file for the doc id below. Thanks Doc ID: 2003-10-30T00:01:44.0000000001 Mailbox: TG51839 Message Class: COMRECOP Date/Time Received: 2003-10-30 12:05:03 AM	11/6/2003

Can you please forward me the input file for the following Batch Id? Mailbox ID: TG50695 Batch ID: 2003-11-03T07:45:35.0009172677 Processed Date: 11/03/2003 Message Class: COMRECIN	11/6/2003
Can you please send the output file for the doc id below? 2003-09-08T12:15:10.7647768395 TG51595 Message Class: COMRECOP Date/Time Received 2003-09-09 10:40:31 AM	11/6/2003
#D200300325620030930165621 TG52248 PGDR03IN Processed on 9/30/03	11/6/2003
Could you please send me the input file for: Batch ID #D4G0386320031025143413 Batch submitted 10-25 TG50306 Message class DESF04IN Could you please send me the output for: Batch ID #D4G0386320031025143413 Batch submitted 10-25 TG50306 Message Class DISF04OP	11/6/2003
Can you please forward me the input file for the following Batch Id? Mailbox ID: TG52000 Batch ID: 2003-10-29T00:18:29.4383260765 Processed Date: 10/30/2003 Message Class: COMRECIN	11/7/2003
Requesting COMRECOP Davenport University - Saginaw 2003-10-24T16:11:06.8702872583 TG51769	11/7/2003
Requesting COMRECOP Western Texas College 2003-09-17T11:28:05.0078729645 TG52912	11/10/2003
Requesting COMRECOP Western Texas College 2003-09-30T09:43:31.0078729645 TG52912	11/10/2003
Requesting COMRECIN Chase College 2003-11-06T18:21:35.2010865926 TG67873	11/10/2003

<p>Could you please send me the input file for doc id 2003-11-10T14:18:56.4793691699?</p> <p>Message class--COMRECIN Mailbox-- TG60690</p>	11/11/2003
<p>Can you provide the output files for the doc ids below? Thanks</p> <p>Doc ID: 2003-10-10T16:30:47.9335447944 Message Class: COMRECOP Mailbox: TG52093 Received Date/Time: 2003-10-10 10:33:36 PM</p> <p>Doc ID: 2003-08-22T13:37:00.4035447944 Message Class: COMRECOP Mailbox: TG52093 Received Date/Time: 2003-08-23 09:02:42 AM</p> <p>Doc ID: 2003-09-08T17:01:49.5335447944 Message Class: COMRECOP Mailbox: TG52093 Received Date/Time: 2003-09-09 10:18:08 AM</p>	11/11/2003
<p>This was sent with incorrect message class.</p> <p>Sent as COMRECOP instead of COMRECIN</p> <p>2003-10-24T14:20:02.7550181551 TG50673</p>	11/12/2003
<p>Requesting COMRECOP INDIAN HILLS COMMUNITY COLLEGE 2003-10-22T14:18:01.0659476396 TG50170</p>	11/11/2003
<p>Could you please send me the input file for the following doc id's? 2003-11-03T16:51:38.6264123552 2003-10-31T08:51:32.6864123552</p> <p>Message Class COMRECIN TG54433</p>	11/12/2003
<p>Can you please send me the input file for the following batch : 2003-09-03T15:03:12.1950397157 TG50790 COMRECIN</p>	11/12/2003
<p>Requesting COMRECIN Colorado Technica 2003-10-13T15:47:50.1030156444 and 2003-11-11T10:28:58.1130156444 TG55127</p>	11/12/2003
<p>Can you please forward the output file for the doc id below? Thanks</p> <p>Doc ID: 2003-10-03T09:38:17.0000000001 Mailbox: TG50183 Message Class: COMRECOP Date/Time Received: 2003-10-03 04:25:42 PM</p>	11/12/2003

Can you please send me the input file for the following batch : 2003-11-04T09:45:56.7850397157 TG50790 COMRECIN	11/12/2003
Requesting COMRECOP Western Texas College 2003-09-30T09:43:31.0078729645 TG52912	11/13/2003
Can you please send me the output file for this batch: 2003-07-01T16:37:38.1105698485 TG50755 COMREC03OP	11/13/2003
Could you please send me the output file for: Batch Id - 2003-10-03T19:34:08.0056270384 TG52516 Message class - COMREC03OP Date submitted batch 10-3	11/13/2003
Could you please send me the output file for doc id 2003-11-03T09:52:00.6097309489? Message class COMRECOP TG52204	11/13/2003
Could you please send me the output file for: Batch ID 2003-09-17T11:28:05.0078729645 Message Class COMRECOP TG52912 Date submitted 9-17	11/13/2003
Requesting COMRECIN Columbia Bad XML Issue 2003-11-12T16:33:15.0009172677 TG50695	11/13/2003
Can you please send me the input file for : #H3G0212620031027163733 TG50938 DESD03IN	11/13/2003
Doc ID: 2003-09-03T14:57:17.1639531652 School's Mailbox: TG50420 Message Class COMRECOP Date/Time Received (SAIG): 2003-09-24 04:27:07 PM	11/13/2003
Are there any other files associated with batch? #H3G0212620031027163733 TG50938 DESD03IN	11/13/2003
Requesting COMRECOP ERIE 1 BOARD OF COOPERATIVE EDUCATIONAL SERVICES 2003-11-13T16:01:23.2930671126 TG 53293	11/14/2003
Doc ID: 2003-10-21T15:53:30.1185155799 School's Mailbox: TG50183 Message Class COMRECOP Date/Time Received (SAIG): 2003-10-21 04:22:12 PM	11/14/2003

<p>Could you please verify if these batches were received by the bus from SAIG? - 38008</p> <p>#D200300393820031031105141</p> <p>#D200300393820031031105054</p> <p>#D200300393820031031104935</p> <p>#D200300393820031031104621</p> <p>PGDR03IN - TG52264</p> <p>We have not received an email stating that these rejected at the bus.</p> <p>Thanks</p>	11/14/2003
<p>Could you please send the COMRECIN and COMRECOP 2003-08-20T13:19:54.0004254428 TG52776 - 38588? Could you include pre and post bus response?</p>	11/14/2003
<p>Could you please send the output files for</p> <p>#D3G2538920030416090824 - DISF03OP</p> <p>#D3G2538920030409102550 - DISF03OP</p> <p>#D3G2538920030103100316 - DISF03OP</p> <p>#D3G2538920030409102550 - DISF03OP</p> <p>#H3G2538920021217163725 - DIOD03OP</p> <p>#H3G2538920030815085622 - DIOD03OP</p> <p>TG51992 These were all resent 10/29</p>	11/18/2003
<p>University of Minnesota</p> <p>Doc ID: PF4G0238920030929212509</p> <p>School's Mailbox: TG71158</p> <p>Message Class: DIPF04OP</p> <p>Date/Time Received (SAIG) 2003-09-30 03:17:12 PM</p>	11/18/2003
<p>Could you please send the output file for 2003-10-20T14:40:25.8372411138 and 2003-10-15T20:44:41.9072411138 TG51164 COMRECIN and COMRECOP?</p>	11/18/2003
<p>Could you please send me the pre and post bus response for #A3G0285920031104150403, #A3G0285920031104001002 and #A3G0285920031103150422? TG51969 DIPA03OP</p>	11/18/2003
<p>Could you please give me the doc ids associated with Unique Filename 20031023A00030533289 and 20031030A00030841551?</p>	11/18/2003

I need the output file for this batch Id Y200401040520031017114043. This was sent on 10/17/03 PGYR04 TG51069	11/18/2003
Can you please provide the output file for the doc id below? Thanks Doc ID: 2003-11-07T15:00:54.0000000001 Message Class: COMRECOP Mailbox: TG52472 Date/Time Received: 2003-11-07 03:05:26 PM	11/18/2003
Can you please send me the input file for : 2003-08-27T15:48:24.5026533119 COMREC04IN TG50768	11/18/2003
Could you please send me the output file for doc id 2003-11- 17T10:26:52.8615633657? Message class COMRECOP TG51018	11/18/2003
Could you please send me the input file for doc id 2003-11- 18T09:11:10.5057278112? Message class COMRECIN TG52090	11/18/2003
Can you please send me the output file for: 2003-10-15T12:22:26.0447768395 COMREC04OP TG51595	11/19/2003
Does the bus still has the file for 2003-08-20T15:10:15.8098343614 TG50122 COMRECOP? If so, could you please send this to me? Thanks,	11/19/2003
Could you please tell me if this file made it to the bus? I see it in SAIG, but not in COD. The unique file name is 20031103A00031034364. TG51012	11/19/2003
I have a missing batch situation. Can you please check to see if we received it and if possible provide the file. Thank you. 2003-11-13T09:23:14.1110614457 TG54032	11/19/2003
The Batch Id is #Y200401040520031017114043 Message Class--PGYR04OP Schools mailbox--TG51069 Let me know if you need anything else.	11/20/2003

<p>COMRECIN</p> <p>2003-11-13T09:23:14.1110614457 TG54032 sent to COD on 11/18/03 Campus Mgmt</p> <p>2003-11-11T10:28:58.1130156444 TG55127 sent to COD on 11/19/03 Colorado</p> <p>2003-10-13T15:47:50.1030156444 TG55127 sent to COD on 11/19/03 Colorado</p> <p>Can I have these as soon as possible? I also put the last date that they were sent to COD, these are the ones I need.</p>	11/20/2003
<p>I need some assistance.</p> <p>Do you know what would cause a line 3 - Invalid line length in a common record?</p>	11/20/2003
<p>Did this file make it through the bus to COD? 2003-11-13T09:23:14.1110614457 TG54032 COMRECIN? This file was sent on 11/13 and 11/18.</p>	11/20/2003
<p>Requesting COMRECIN STROUDSBURG SCHOOL</p> <p>2003-10-23T15:18:55.4056674169</p> <p>TG54656</p>	11/20/2003
<p>Can you please forward me the input file for the following Batch Id?</p> <p>Mailbox ID: TG51495</p> <p>Batch ID: #D4G0266320031120005335</p> <p>Processed Date: 11/20/2003</p> <p>Message Class: DESF04IN</p> <p>Thank You,</p>	11/20/2003
<p>Can you provide all error input files from 11/20? (COMRECIN Line #3 Invalid Record Length) Thanks</p>	11/21/2003
<p>Need an instruction to view the invalid record length input files.</p>	11/21/2003
<p>hpl-16 Level:Error SAIGgetThread.java Top level Exception = java.sql.SQLException</p>	11/23/2003

hpl-16 CDBGenObject Level:Error SAIGEAReplacementLogger.java ErrorEvent from bTrade: ERROR: Io exception: The Network Adapter could not establish the connection	11/23/2003
hpl-16 CDBGenObject Level:Error SAIGEAReplacementLogger.java ErrorEvent from bTrade: ERROR: Io exception: The Network Adapter could not establish the connection	11/23/2003
I am requesting an Output file for the below. TG50758 COMRECOP 2003-10-08T15:17:41.3321932734 It was sent back to the school on: 2003-10-08 03:19:07 PM School imported this on: 2003-10-09 11:59:32 AM	11/24/2003
Could you please send me the input file for doc id 2003-10- 30T17:22:10.0172139379? Message class COMRECIN TG51588	11/24/2003
Could you please send me the output file for doc id 2003-08-14T00:16:09.0000000001? Message class COMRECOP TG55555	11/24/2003
Could you please send me the file for 2003-11- 14T11:29:59.1001051503 TG51056 or TG51033 COMRECIN and COMRECOP?	11/25/2003
I need to get an input file for the following: El Camino College District OPE ID 00119700 2003-11-06T09:18:25.9112248143 COMRECIN TG51453	11/25/2003
Could you please send me the input file for batch id #O200402596520031125092003? Message class PGOR04IN TG52036	12/1/2003
Could you please send me the output file for #B4G0405720030916015318 TG51462? This was resent 2003-09- 17 03:24:04 PM. DIOD04OP	12/1/2003
Could you please send me the output file for 2003-08- 19T00:07:26.0000000001 COMRECOP TG50541?	12/1/2003
SU35E3 server crashed.	11/26/2003
COD is not able to send messages to EAI. They are not able to FTFping the EAI receiver channel.	11/26/2003

Issue/Request Actions Taken/Resolution	Closed Date	Approximate Time Spent (hours)	CR Num (if applicable)
Sent response: Transaction F000532627 in the amount of \$587.50 was processed on Oct 30, 2003 @ 12:28PM.	11/3/2003	0.2	
send results	11/3/2003		
send results	11/3/2003		
send results	11/3/2003		
send results	11/3/2003		
send results	11/3/2003		
send results	11/3/2003		
send results	11/4/2003		
send results	11/4/2003		
send results	11/4/2003		

send results	11/4/2003		
send results	11/4/2003		
send results	11/5/2003		
send results	11/5/2003		
send results	11/6/2003		
send results	11/6/2003		
send results	11/6/2003		
send results	11/6/2003		

send results	11/6/2003		
send results	11/6/2003		
send results	11/6/2003		
send results	11/6/2003		
send results	11/7/2003		
send results	11/7/2003		
send results	11/10/2003		
send results	11/10/2003		
send results	11/10/2003		

send results	11/11/2003		
send results	11/11/2003		
send results	11/12/2003		
send results	11/11/2003		
send results	11/12/2003		
send results	11/12/2003		
send results	11/12/2003		
send results	11/12/2003		

send results	11/12/2003		
send results	11/13/2003		
Send result. File not found (It was over 90 days).	11/13/2003		
send results	11/13/2003		
send results	11/13/2003		
send results	11/13/2003		
send results	11/13/2003		
send results	11/13/2003		
send results	11/13/2003		
send results	11/13/2003		
After research, one output file was found. (#H3G0212620031027163733 TG50938 DIOD03OP). Send the result with the file to requester.	11/13/2003		
send results	11/14/2003		
send results	11/14/2003		

Those 4 files were failed on 10/31/03 because the first and the last line had extra space for each batch. (SAIG Header and Trailer) Therefore COD could not receive these four input files. On Nov. 3, 2003, the Failed File Transfer summary included the following for this particular date. Ask the sender to inform the school that they need to fix this issue and resend. It may be a software issue, and the school may need to contact the vendor (SCTBanner)	11/14/2003		
send results	11/14/2003		
send results	11/18/2003		
send results	11/18/2003		
send results	11/18/2003		
send results	11/18/2003		
1. 20031023A00030533289 DocID: 2003-10-14T14:26:49.609730948 File Name: TG71900.COMRECIN.TG52204.20031023A00030533289 TG#: TG52204 MSGCLS: COMRECIN 2. 20031030A00030841551 DocID: 2003-10-30T09:56:20.209730948 File Name: TG71900.COMRECIN.TG52204.20031030A00030841551 TG#: TG52204 MSGCLS: COMRECIN	11/18/2003		

Couldn't find the output file. Invalid COD Output MSGCLS	11/18/2003		
send results	11/18/2003		
send results	11/18/2003		
send results	11/18/2003		
send results	11/18/2003		
send results	11/19/2003		
send results	11/19/2003		
It was successfully sent to COD through BUS on 11/03/2003. Replied to sender with detail information (FTFID, File Names)	11/19/2003		
Send Results. Any acknowledgement record from COD was not found because it had failed a transfer to COD. When searched the HPL16, the five input files with input parameters were found and those all had an invalid record length in Line #3 (COMRECIN MSGCLS). Each line for COMRECIN MSGCLS must be 4000 bytes long or less, but those 5 files had more than its required record length. Because of this error, it did not send to COD, but rejected from COD. Replied to sender with detail information including "Failed Transfer Summary" generated on for those processed dates.	11/19/2003		
Replied to sender, "This file is actually a 'report' file, which we don't store in the BUS. The report file is just transferred from COD to SAIG through BUS. Please contact the support within COD. Thanks,"	11/20/2003		

Sent result. All the input files were failed because of the invalid record length in Line #3 (COMRECIN MSGCLS)	11/20/2003		
<p>Replied to sender with explanation/suggestion.</p> <p>"It is a school's responsibility to send any input file with 4,000 bytes long or less for each line.</p> <p>The Bus CANNOT transfer any file that is greater than 4,000 bytes long for COMRECIN MSG Class. Any file that includes invalid record length in any line will be failed during the transfer to COD.</p> <p>When Schools sent their files, they did not break each line with 4,000 bytes for the file. So, as mentioned below, it is required for each school to send a valid record length(For COMRECIN, 4000) for all lines within a file. Please let school know to send a file with a required record length.</p> <p>Let me know for any question. Thanks,"</p>	11/20/2003		
Duplicate Issue with Stephani Green on 11/19-11/20 Forwarded e-mail to sender that was sent to Stephani Green on 11/19-11/20	11/20/2003		
Send results	11/20/2003		
Send results	11/20/2003		
Sent results	11/21/2003		
Replied to requesters with TextPad Trial version and the instruction to read the file using TextPad	11/21/2003	1.5	
At 7:30 AM, checked the logfiles if it still generated error. It was running properly. Mike Krueger explained that it might be due to CSC maintenance. Didn't receive any further alert since then.	11/23/2003		

At 7:30 AM, checked the logfiles if it still generated error. It was running properly. Mike Krueger explained that it might be due to CSC maintenance. Didn't receive any further alert since then.	11/23/2003		
At 7:30 AM, checked the logfiles if it still generated error. It was running properly. Mike Krueger explained that it might be due to CSC maintenance. Didn't receive any further alert since then.	11/23/2003		
Send results	11/24/2003		
send results	11/24/2003		
Couldn't find an output file based on the information. The Bus keep the files only for 90 days, but its processed date was on 08/14/03.	11/24/2003		
Couldn't find any file based on the information. However, two output files were found for TG51537. Sent those files per sender's request.	11/25/2003		
Send results	11/25/2003		
Send results	12/1/2003		
Send results	12/1/2003		
Couldn't find an output file based on the information. The Bus keep the files only for 90 days, but its processed date was on 08/19/03.	12/1/2003		
The VDC rebooted the server. All EAI components verified and operational.	11/26/2003	2	
All EAI components are up and operational as verified by EAI and AIS. TSYS restarted their channels to reset the channel sequence numbers and connectivity restored.	11/26/2003	1	